PRV – Enrollment Calls

Purpose:

The purpose of this procedure is to document Provider Enrollment Customer Service Calls.

Identification of Roles:

Primary Role - The below procedure will be performed by the Provider Enrollment Team.
Secondary Role – Supervisors and Team Leads will be cross-trained in this function.

Performance Standards:

N/A

Path of Business Procedure:

Step 1: Receive a call from an Iowa Medicaid Provider or potential provider.
   a. Answer the call "Provider Enrollment this is _____how may I help you?"

Step 2: Listen and assist
   a. The Enrollment Specialist will assist the caller with all enrollment inquiries, which includes the provider enrollment application process. (Use the Provider Enrollment Guide found in the Provsrv_data share drive)
   b. If the Enrollment Specialist is unable to answer the enrollment question, send an email to one of the other Enrollment Specialist.
   c. The Specialist will be able to access OnBase, IME Web tool and the Medicaid Management Information System (MMIS) to assist the caller

Step 3: Transferred Calls
   a. If the call is related to a claim or payment issue the call will be routed over to the customer call center for claims processing questions.
      1. Transfer the caller back into the queue by pressing transfer on the phone and dialing 4609.
   b. If the call requires assistance from another unit within the IME the call will be transfer to the appropriate unit for assistance. Use IME contact information sheet for phone numbers.

Step 4: Mail new Application Request
   a. Identify what type of provider the caller is wanting to enroll as
   b. Stuff envelope with appropriate application packet
   c. Address envelope and place in out box before 1pm.

Forms/Reports:

N/A

RFP References:

N/A

Interfaces:

OnBase
MMIS

Attachments:

Process Map

Attachment A:

PROVIDER ENROLLMENT CALLS

Enrollment Specialists

Incoming Call.
1

Assist the Provider.
2

Transferred Calls.
3

Mail new application request.
4